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## HANDOUT 10-1

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### ***GUIDELINES FOR PRACTICING ASSERTIVENESS***

*Highlight the following points when practicing assertiveness:*

- Take a moment to think before you speak.
- Be specific and direct about what you want to say.
- Pay attention to your body language (e.g., direct eye contact, facial expression, tone of voice, personal space, posture, hand movements and gesture).
- Be willing to compromise.
- Restate your assertion if you feel that you're not being heard.

Source: Peter Monti et al. (1989), *Treating Alcohol Dependence: Treatment Manual for Practitioners*.  
New York: Guilford Press.

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## **HANDOUT 10-2**

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### ***FIRST SERIES OF ROLE- PLAY EXERCISES***

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#### **SITUATION**

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##### **Stones Tickets**

You have worked very hard to secure two excellent seats at the Rolling Stones concert that will take place in two months from now in Boston. Everything is arranged for you and your buddy to head down to the show. When you go to pick up your two front row tickets at the Ticket Agent the week before the show, the person informs you that there have been no tickets ordered under your name. What would you do?

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##### **Restaurant**

You have just arrived at your favorite restaurant on Friday evening with a good friend. You ask the waiter for his best steak and your friend orders pizza. After waiting nearly 55 minutes for your order the waiter delivers your friend's meal as requested (pizza) but gives you a piece of overcooked chicken. What are you going to do?

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##### **Heating Bill**

You have made all of your heating payments to the local gas/electricity company on time and in full for the past year. To your surprise, a company spokesperson calls you to tell you that your account is overdue by \$400 and if payment is not received in the next three days, power will be shut off. You start to explain your situation but the spokesperson keeps repeating that your account is overdue. What are you going to do?



First Series of Role Play Exercises *(continued)*

## **INSTRUCTIONS**

- Your group should make up a role-play where you are acting out the situation you are working on (i.e., Stones, Restaurant, or Heating Bill).
- You are going to do three separate role-plays that cover aggressive, passive, and assertive behaviors for the one situation you are working on.
- The actor in the role-play demonstrates the behavior (i.e., aggressiveness) while the player (the person pretending to be the ticket agent, waiter, or bill collector) reacts to whatever is going on in the situation. For example, the actor (i.e., the customer) may start yelling at the player (i.e., bill collector) based on the detail your group makes up for the "Heating Bill" situation.
- You can do your three role plays in whatever order you like, just make sure that you cover aggressive, assertive, and passive behavior.

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## **HANDOUT 10-3**

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### ***DEFINITIONS OF THE KEY TERMS***

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#### **WHAT IS PASSIVE BEHAVIOR?**

Passive behavior usually involves giving up your rights to decide how to act in a situation, particularly when there is conflict with another person who is challenging your position. People who act passively fail to express their thoughts, feelings and beliefs to other people. The needs of individuals who act passively are usually not met because they do not effectively communicate with other people.

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#### **WHAT IS ASSERTIVE BEHAVIOR?**

Assertiveness means recognizing your right to decide how you will act in a situation by expressing your thoughts, feelings, and beliefs in a way that is honest and appropriate and respects the rights of other people. Assertive individuals have the right to ask others to change behavior that impact on them and to accept or reject anything that other people say to you.

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#### **WHAT IS AGGRESSIVE BEHAVIOR?**

Aggressive individuals act to protect their own rights by expressing their thoughts, feelings, and beliefs in a way that is usually inappropriate, and violates the rights of other people.

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## WORKSHEET 10-4

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### ***DEALING WITH KEVIN***

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#### **INSTRUCTIONS**

Read the situation and the examples that follow it. Then answer the questions shown after the third example.

#### **SITUATION**

Kevin has been a buddy of Jamie's since they were kids. Jamie really values his friendship with Kevin because they have been through so many good and bad times together and Kevin has always remained loyal. On Saturday morning, Jamie lent Kevin his prized car, a mint condition Mustang built in the 1960s, to use for the day. When Kevin returns the car on Saturday evening, Jamie notices that the gas tank is right on "empty." Jamie definitely remembers asking Kevin to make sure he filled up the tank before returning the car. Kevin starts to tell Jamie detailed information on the great time he had driving the Mustang.

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Here are the details on three different ways that Jamie might have handled the situation with Kevin.

#### **First example:**

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- Kevin: "I had a really good time in your car but I forgot to fill the tank up, is that a problem?"
- Jamie: "No problem."
- Kevin: "Great, I'd like to use your car again next week, it's a great car and I had a fantastic time driving it all over the place."
- Jamie: *Slowly nods his head (but says nothing).*
- Kevin: "Is there something bothering you Jamie, you aren't saying too much?"
- Jamie: "Look, I'm really tired, nothing's wrong, can you just jump into the passenger seat so I can give you a ride home."



Dealing with Kevin (*continued*)

**Second example:**

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Kevin: "I had a really good time in your car but I forgot to fill up the tank, is that a problem?"

Jamie: "No it's not really a problem, if you don't mind heading over to the gas station down the block to fill up the tank. I'm glad that you had the chance to use my car last week but remember that you agreed to fill up the tank when you returned it."

Kevin: "Sorry, I did forget but there is no problem, I'll just head down to the gas station to fill up the tank right now."

**Third Example:**

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Kevin: "I had a really good time in your car but I forgot to fill up the tank, is that a problem?"

Jamie: "You are so stupid! What kind of a loser are you anyway? I told you to fill up the tank before returning it. I'm not joking, you really piss me off — you @#\$\$#@&&@."

Kevin: Well #@#@%% %#\* then...

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**QUESTIONS**

1. What kind of things do you think are important for Jamie in dealing with Kevin?

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Dealing with Kevin (*continued*)

2. Which approach (aggressive, passive, or assertive) does each example demonstrate?

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3. Do a T-A-C, spelling out the positive and negative consequences that are likely to occur in the short and long term for Jamie and Kevin, for each example. The Trigger will always be the car returned with an empty gas tank. What are the different Actions and Consequences?

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## HANDOUT 10-5

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### ***GUIDELINES FOR DRINK/DRUG REFUSAL BROKEN RECORD TECHNIQUE***

*Suggestions on how to say No to someone pressuring you to use alcohol and other drugs:*

- Use a calm tone when speaking to another person/people.
  - Say no firmly while attempting to maintain a respectful tone.
  - Continue to repeat the word “no” despite the arguments/pressure that the other person is applying.
  - Do not attempt to give lengthy explanations that justify your position, keep it short: Keep repeating “no” or “no, thank-you”.
  - Do not lose your focus; make your position clear to the other person/persons.
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